



**The Norman Knight Nursing Center
for Clinical & Professional Development**

PCAs Quick Reference: Management of Aggressive Behavior (MOAB) Review

What is MOAB? MOAB is a program designed to help the individual gain personal empowerment through increased confidence and skills used during threatening situations.

It is important to prepare mentally in order to respond appropriately and automatically in various situations.

What do you need to know? Techniques to prevent and diffuse aggressive behavior. These techniques include the principles of:

- Non-verbal communication
- Personal space
- Reactionary distance
- Approaching individuals properly
- Proper Use of Eye Communication
- Effective listening
- Communicating verbally
- Recognizing Verbal Aggression
- Recognizing Physical Aggression
- Diversions
- Effective Communication

What is the role of the PCA (under the direction of the RN)?

- Enroll in a MOAB course.
- Be safe at all times.
- Be aware of surroundings.
- Communicate any concerns to unit team members.
- Do not hesitate to call Police and Security at 617-726-2121.
- Know where emergency button is located on unit.